



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Matrix Telecom, Inc.
d/b/a Matrix Business Technologies
d/b/a Trinsic Communications
d/b/a Excel Telecommunications
d/b/a VarTec Telecom
d/b/a Clear Choice Communications
for Filing Period 4/1/2010 to 6/30/2010
Tracking Number 3501

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	53.70	66.40 *	44.90	55.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	31.80	32.20	23.40	29.13
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	40.00% *	66.67% *	61.54% *	54.17% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.77	0.61	0.70	0.69
H. Percent Repeat Trouble Reports Section 730.545(c)	0.02 %	0.00 %	0.02 %	0.02 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$5.78	\$0.90	\$45.08	\$51.76
B. Number of credits issued for repairs - 24-48 hours	1	1	5	7
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

Operator answer time is provided by the ILEC. Repair Office and Customer Service call answer-time is nationwide data, not state specific.